

CHUCK e. FOCUS

Week 8 – March 1, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Las Vegas, NV #315	\$40,710	\$66,345	63.0%
2.	Langley, BC #847	\$36,009	\$56,112	55.8%
3.	Doylestown, PA #762	\$22,415	\$32,972	47.1%
4.	Alpharetta, GA #600	\$27,581	\$39,734	45.2%
5.	King of Prussia, PA #543	\$34,212	\$46,907	44.1%
6.	Concord, CA #379	\$37,069	\$49,627	37.1%
7.	Kennesaw, GA #117	\$62,425	\$82,503	33.9%
8.	Brownsville, TX #853	\$31,630	\$41,372	32.2%
9.	Hattiesburg, MS #566	\$22,951	\$29,575	30.8%
10.	Goldsboro, NC #386	\$31,605	\$40,707	28.9%

Tesser Re-Models:

1.	Houston, TX #032	\$34,337	\$51,094	48.8%
2.	Las Vegas SE, NV #311	\$28,963	\$40,779	40.8%
3.	Buford, GA #616	\$36,376	\$47,886	31.6%
4.	Foothill Ranch, CA #371	\$28,510	\$37,397	31.2%
5.	Fayetteville, GA #615	\$57,890	\$45,285	27.8%



It is officially March, which means it's time for March Madness!

Don't know what that is?

Just ask Rickie Moore, he will tell you ALL about it!

Coming Soon:

The first My Favorite Fun Company-Wide Contest of 2019!

More Details Coming Soon!

a&b moments...

On Saturday, we had a party at your store for my daughter's 7th birthday. We had some hiccups where all but two of the children invited were unable to attend due to illness. **Your team started to shine immediately** when I called on the day of the party to make changes. Jacob was more than happy to accommodate us and help us out. During the party, our Party Server Nikki did nothing less than continue to **go out of her way to make things right**, for the family as well as our birthday girl, Addyson. I just want to say thank you to your establishment, and to extend personal thanks to Jacob and Nikki for helping us to **make my daughter's day as special as possible**, even among an extremely difficult set of speed bumps. Thank you all so much!

Western Region
Springfield, MO #742
RVP Jim Brawley
DM Todd Bell
GM Jacob Pfeiffer
Party Server Nikki

Thank you for a perfect party. The party hosts were **excellent, knowledgeable, and friendly**. The cashier and the Manager were excellent. The staff was very informative and helpful on other days when I called about questions and changes, and on the day when I showed up early at the store with questions. **They always knew the answers to the questions**, and they were confident that the party would work out just fine. I just wanted to recognize how great the staff was at Alizah's party.

Southeast Region
Chattanooga, TN #969
RVP Bill Eich
AD Jim Hamblen
GM Jeremy Goodman

I didn't get a chance to properly thank the staff for being so wonderful to us during my daughter's 7th birthday party. The Manager **was very kind and energetic** (bless her, I couldn't do her job), an absolute delight! Our personal server, Sade was absolutely amazing! I was so grateful for her. While I was in the middle of an anxiety driven panic attack (there were a lot of people around). She was **amazingly patient with me** while I tried to answer her and pull myself together. Several times, it seemed as if she made small decisions for me (I am eternally grateful for that, too). While very small, our birthday celebration was a big deal to us. Without Sade having my back while I melted down, I don't think our party would have been as great. I feel like servers don't always get the praise they deserve when they deserve it, Miss Sade definitely deserves it. Thanks again for **making my little girl's birthday a birthday for her to remember**.

Northeast Region
Greensburg, PA #763
RVP Chris Kelly
AD Dan Bessemer
GM Shonie Maines
Party Server Sade

anniversaries

20+ YEARS

25 YEARS

Bronley Walker

Tech Manager ~ 965

20 YEARS

Jessica Philipp

Cast Member ~ 687

20 YEARS

Louis Deignan

Area Director ~ Western Region

15 YEARS

Pedro Garcia ~ 451

Ariane Dolci ~ 755

10 YEARS

Flor Lopez Cordero ~ 418

5 YEARS

Timothy Wooters ~ 313

Kimberly Ochoa ~ TEAM2 Trainer

Stephanie Hungerford ~ 463

Cassandra Gonzalez ~ 588

Marta De Moran ~ 770

Lucy Alvarado ~ 787

Alexa Solis ~ 842

Skylar Iadson ~ 966

Pin earners

Team Dulles #654 is on fire! 5 Ruby Pins earned at the same time!

Congratulations to Karina Huapaya as she celebrates achieving Ruby Pin Status! Karina joined the Chuck E. family 10 months ago, and has been a super star from day 1. Karina loves connecting with each party in a special way to make sure they get a memorable birthday with excellent service. Thank you Karina, for all you do. Your Ruby Pin is very much deserved!

~ Karina was an excellent host. This is our second party and we look forward to our third next year! ~
~ Karina is great in the coordination of our party and treating us extra special. I would love to have her again as my Party Server in my next party. Thanks for her and Chuck E. Cheese. ~
~ Karina was excellent. She was very attentive to all of our needs as soon as we arrived. She was great with the children and did a wonderful job. We have had many parties at Chuck E. Cheese and she was by far the best employee we have worked with. ~

Congratulations to Arianna Chilin, next recipient for Ruby Pin Status! Arianna joined the Chuck E. family 9 months ago loving what she does every day, and it shows! Arianna loves making the Birthday Star's day extra special and memorable by going above & beyond any chance she gets. Thank you Arianna for all you do, your Ruby Pin is very much deserved!

~ Arianna was very courteous and professional. She explained everything to me, as this was my first party here. I will be back. ~
~ Awesome staff that made our party experience so much fun. And way less work than hosting at home. ~

Congratulations to Katie Lovo, our next Ruby Pin Recipient! Katie joined the Chuck E. family 9 months ago, and has risen to excellence at amazing speed! Katie says organization is one of the main keys to her success. She is always sure everything is ready and set up for her parties. Thank you Katie for all you do, your Ruby Pin is very much deserved!

~ My girls love Chuck E. Cheese it's a great way to have parties. Katie was great! ~
~ Everything went great! Katie was an awesome host. I loved the fact that the Manager called before the event to go over the order. That was great. Shows interest in the event. ~

Congratulations to Laura Mogollon, the next Ruby Pin Recipient! Laura joined the Chuck E. family 11 months ago, and has become amazingly good at what she loves to do, host Birthday Parties! Laura is set on always providing excellent Guest Service for mom and dad, and a fun, memorable birthday party for the kids. Laura is always sure to be prepared and always serve with a smile. Thank you Laura, for all you do. Your Ruby Pin is very much deserved!

~ Everything was great! Our host Laura did an excellent job. ~
~ I loved everything the guest service was awesome, my server Laura was amazing, and Mrs. Gladys always checked on us as well. I will definitely be back I enjoyed my experience. My kid had an amazing 1st birthday. ~

Congratulations to our next Ruby Pin Earner, Angel Shepard! Angel has been part of the Chuck E. family for 2 years now, and she loves what she does! She is a firm believer in 3 must haves for every party: memorable, stress free for mom/dad, and great service. She is always making sure the kids are having the time of their lives. Thank you Angel, for all you do. Your Ruby Pin is very much deserved!

~ Such a great experience. Angel was the best!! ~
~ Our coordinator Angel was fantastic! I didn't have to do anything at all. She managed everything with serving the kids and guests, we had a great party. The parents and I were impressed with her. ~
~ Amazing! Angel is the best ever! ~



sales contest

Rock N' Pizza Roll Restaurant Sales Contest

**Congratulations to the following top restaurants in their results in the
Restaurant Sales Contest!**

Winning Restaurants Per District

Cindy Light

1. Long Beach, CA #769

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Rohnert Park, CA #399

Patricia Cedillo

1. San Diego, CA #441

Tim Kerum

1. El Monte, CA #428

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Northridge, CA #451

Frank Cassar

1. Langley, BC #847

Tony Reynolds

1. Anchorage, AK #589

Todd Bell

1. Little Rock, AR #671

Louis Deignan

1. Henderson, NV #314

Adam Shafran

1. Redwood City, CA #108

Denny Lynch

1. Topeka, KS #961

Chad Estrada

1. Flint, MI #323

Daniel De Los Santos

1. Harlem, NY #648

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. Poughkeepsie, NY #505

Dan Bessemer

1. Scranton, PA #541

Mike Svoboda

1. Rockville, MD #531

Yuri Pena

1. Jersey City, NJ #484

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Batavia, IL #349

Ali Elali

1. Southgate, MI #713

Richard Balboni

1. Waterbury, CT #463

Eric Montes

1. St. Cloud, MN #799

Susan Jensen

1. Virginia Beach, VA #548

Jon Fiorentine

1. Snyder Plaza, PA #450

Dustin Gasper

1. Milwaukee, WI #842

Eric Bargas

1. Tyler, TX #031

Nestor Rivera

1. Jacksonville, FL #062

Frank Ramirez

1. Woodlands, TX #572

Hashem Saadat

1. Albermarle, NC #039

Anthony Chapa

1. Lawton, OK #890

Bill Pressel

1. Bandera, TX #593

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Houma, LA #706

Jim Hamblen

1. Gastonia, NC #635

Daniel Smoote

1. Waco, TX #856

Peter Panunzi

1. Sunrise, FL #434

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Athens, GA #612

Michele Beavan

1. Bowling Green, KY #567

Maurice Chandler

1. Memphis, TN #970

Top Restaurants per Region

Southeast Region
Memphis, TN
#970

GM ~ Mackenzie Karpinski

Northeast Region
Flint, MI
#323

GM ~ Mark Detwiler

Western Region
Bell, CA
#446

GM ~ Octavio Castaneda

Top Restaurant in the Company

Bell, CA #446
*GM ~ Octavio Castaneda
AD ~ Arshad Khan*

Swag will soon be on the way!



PURCHASING

ECOLOGIC EQUIPMENT UPDATE

Reminder:

How to dispose of Ecologic chemicals

At this point, please discard any old "machine-used" product, (open bottles only)

Non-Machine Chemicals (furniture polish, wood polish) can be depleted using regular procedures and do not need to be discarded.

How to discard sealed bottles:

- Discard any spray bottles used for Ecologic product (mixing chemicals is bad)
- Chemicals can be poured down the drain (not discarded in trash containers). In between chemicals, you MUST flush the lines with water for at least 10 minutes. This will prevent chemicals from mixing in the drains and pipes, and will keep everyone safe.

Questions, please contact purchasing at purchasing@cecenterentertainment.com



PURCHASING

DIPPIN' DOTS CUPS

Reminder:

Where to order Dippin' Dots Lids/Cups:

- 3.5 oz. – directly from Dippin' Dots
- 5 oz. and 8 oz. – both cups and matching lids come from PFS

Questions, please contact purchasing at purchasing@cecenterentertainment.com



RISK
MANAGEMENT

RISK management

Tip of the Week:

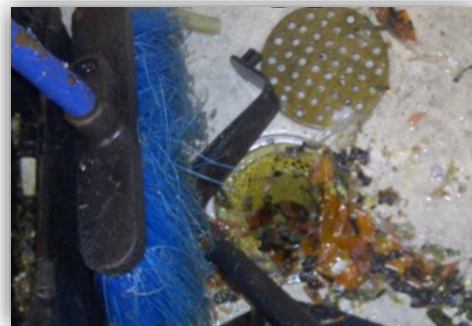
Do not share video footage with guests. Requests for video camera footage should be sent to Risk Management at the Support Center for processing.



FACILITIES

PREVENTING MOP SINK CLOGS

- Save money by leaving the floor drain covers in place and the food out of the drains.
- Remember to remove any debris from the mop sink with a broom and dust pan.
- Letting it go down the drain can build up in the pipes and cause bigger issues with back-ups and pests.



MARKETING

NEW MARKETING SITE

Exciting News!

We have a NEW ordering website portal coming your way soon that will be a one-stop shop for you to place orders for your promotional store ordering needs. You will be able to track your packages, get text notifications, and so much more!

More details to come soon.



Benefit HUB Launch



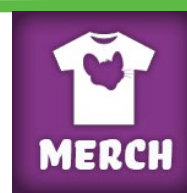
A new Perks and Discounts Program is soon coming your way, for all Chuck E. Cheese and Peter Piper employees!

We are entering into a partnership with Benefit Hub, the number one online benefit portal and employee discount marketplace in the United States!

Keep your eyes open in the coming weeks for pre-launch, launch, and post-launch emails in your personal email box.

Not receiving emails? Check to make sure your email is correct in WorkDay, or check your Spam!

If you have any questions regarding this exciting new offer, please reach out to benefits@cecentertainment.com



new GIFT SHOP STICKERS

Everyone will soon be receiving a shipment of acrylic price tag holders and price tags who are currently using the 6 compartment trays in their gift shop cabinets

When these holders and price tags arrive, please remove the white stickers and replace with the acrylic holders.

This will be a good opportunity to update any sayings clings/FAA labels (PR0072) and calorie stickers (MR0229) on these trays; these items can be ordered from ASB.

current



New price tag look



For further details, please refer to the email sent out for merchandise, courtesy of L&D



CONGRATS TO YOU!

Congratulations to Team Visalia #043 for having EXCELLENT health inspections for the past 3 visits!

This team was recognized by the city with a special award.



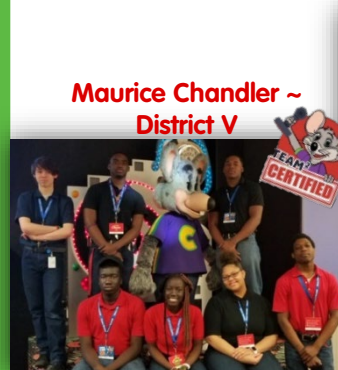

Team 2 CERTIFIED



District VV –
Frank Ramirez



Maurice Chandler ~
District V



Maurice Chandler ~
District V



Maurice Chandler ~
District V

CHUCK E. CHEESE'S HOT JOBS



General Manager

423 ~ Norwalk, CA
115 ~ Littleton, CO
047 ~ Springfield, IL
349 ~ Batavia, IL
963 ~ Lexington, KY
517 ~ Rochester, NY
840 ~ Amherst, NY

561 ~ Cincinnati Colerain, OH
740 ~ Canton, OH
565 ~ San Antonio Stone Oak, TX
856 ~ Waco, TX
652 ~ Richmond, VA
603 ~ Appleton, WI

District Tech Manager

District Tech Manager

Blaine, MN #795

Tech Manager

671 ~ Little Rock, AR
108 ~ Redwood City, CA
414 ~ Murrieta, CA
784 ~ Vista, CA
778 ~ Naples, FL
804 ~ Jax Avenues, FL
605 ~ Savannah, GA

615 ~ Fayetteville, GA
073 ~ Matteson, IL
670 ~ Columbus, IN
401 ~ Gaithersburg, MD
478 ~ Danvers, MA
713 ~ Southgate, MI
568 ~ Lincoln, NB

332 ~ Albuquerque, NM
561 ~ Cincinnati Colerain, OH
754 ~ Lima, OH
055 ~ Knoxville, TN
970 ~ Memphis, TN
857 ~ Sherman, TX
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Sonora Village, AZ #1208

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions